

Password Automation

Frequently Asked Questions

1. Is Password Automation (PA) different from SSRPM?

Yes. Password Automation is part of ServiceNow. There is a link added to the Windows login screen (for consolidated users) and browser options for self-service.

2. Will I be able to use PA if I am not in the office or on the State network?

Yes. As long as you have an internet connection you may use the link (if installed) or the browser.

3. Can I unlock my account instead of resetting my password?

Yes. If the account is locked then you can unlock it if you know your password.

4. Can I enroll multiple cell phones and multiple email addresses?

Yes. You can enroll multiple cell phones and multiple email addresses. You can send a verification code to multiple cell phones OR multiple email addresses if you would like.

5. Can I send verification codes to my cell phone & my email at the same time?

No. You will be asked to select either a cell phone or email address if both are enrolled.

6. Can I enroll my state email address?

Yes, but it is not recommended. If you are experiencing account issues then you will not be able to access the state email address to obtain the verification code.